



*"People  
helping people  
help  
themselves"*

Mitchell E. Daniels, Jr., Governor  
State of Indiana

***Division of Disability and Rehabilitative Services***

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To: Provider Agencies, IPMG Case Managers, consumers, and stakeholders who support individuals with disabilities in Indiana

From: Peter A. Bisbecos, DDRS Director  
Becky Selig, BQIS Director

**Re: BQIS Announces Survey Tool Management System**

Date: December 11, 2009

The Bureau of Quality Improvement Services (BQIS), a program of the Division of Disability and Rehabilitative Services, is pleased to announce the roll-out of our Survey Tool Management System (STMS). This web-based database will manage information for three (3) BQIS survey processes. The roll-out will occur in three phases as follows:

- **Phase 1: Comprehensive Survey Tool (CST)**  
CST roll-out November 1, 2009. *Please note that CST protocol and tools for conducting surveys have not changed with the roll out of STMS.*
- **Phase 2: Post-Transition Monitor Tool (PTMT)**  
Estimated Roll-Out: December 2009/January 2010
- **Phase 3: Recipient Financial Review Tool (RFRT)**  
Estimated Roll-Out: Early 2010

Provider agencies and case managers will access STMS through the provider website. This coordinated system provides a single access point for agency's employees to review survey findings, enter Corrective Action Plans (CAPs), upload requested documents, and access results of the follow-up verification.

The purpose of STMS is to streamline communication between surveyors, case managers, and providers. Access to the CST is already available and access to PTMT and RFRT will soon follow.



**The following is a list of steps that provider agencies and the case management agency must take to access STMS for the first time. This work must be completed in preparation for receiving an individual's survey results:**

1. Each provider agency and case management agency must assign a representative to be their 'System Administrator'.
2. The assigned System Administrators will E-mail [FTSHelp@fssa.in.gov](mailto:FTSHelp@fssa.in.gov) to request a *User Name* and *Password* and additional set-up information.
3. The System Administrator will maintain their agency's on-line user accounts. This includes responsibility for establishing and maintaining User Names and Passwords for each employee within their agency who requires access to the CST component of STMS.
4. An authorized employee with a user name and password can log-in to the CST by following the CST link on the provider website and entering this information. Authorized employees can review findings, enter CAPs, upload requested documents, and access results of follow-up verification.

In addition BQIS would like for each provider to identify a Quality Assurance/Improvement Representative. We have taken measures to record each provider's Quality Assurance/Improvement Representative and E-mail address within STMS. For every survey conducted the Quality Assurance/Improvement Representative will be carbon copied on all survey related correspondences.

We sincerely hope that you will find the STMS web-based tool helpful, user friendly and time saving. If you have questions or need additional information, please refer to the following resources:

- STMS System Administrator E-mail (FTS Help): [FTSHelp@fssa.in.gov](mailto:FTSHelp@fssa.in.gov)
- Bureau of Developmental Disabilities Services (BDDS) provider website: <https://ddrsprovider.fssa.in.gov/BDDS/>
- BQIS Website: <http://bqis.in.gov/>
- BQIS Help Line E-mail: [BQIS.Help@fssa.IN.gov](mailto:BQIS.Help@fssa.IN.gov)
- BQIS Toll Free Phone: 1-800-545-7763

Thank you.